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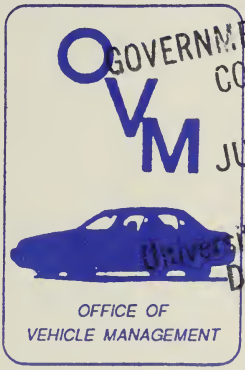
Department of Procurement and General Services

OFFICE OF VEHICLE MANAGMENT
(OVM)

Motor Pool Driver's Handbook



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INTRODUCTION

The Department of Procurement and General Services (DPGS) Office of Vehicle Management (OVM) has created this handbook to familiarize Commonwealth employees with the various policies and procedures governing the use of OVM Motor Pool vehicles. Questions regarding any of the instructions contained in this Handbook should be addressed to the attention of the Office of Vehicle Management, 1 Ashburton Place, Room 1017, Boston, MA 02108-1552, **(617) 727-8844.**

General Information:

There are currently 75 vehicles in the OVM Motor Pool, consisting of the following:

- 70 five-passenger cars;
- 2 station wagons;
- 1 nine-passenger van;
- 1 fifteen-passenger van; and
- 1 pick up truck.

These vehicles are available for short term rental to agencies for official state business. Motor Pool vehicles will be allocated daily on a first come/first serve basis. Motor Pool vehicles may be rented by any state agency, however, as with all state vehicles, any driver of a Motor Pool vehicle must be employed by the Commonwealth, and possess a valid driver's license.

OVM MOTOR POOL

Location: Saltonstall Building Garage, Level 1
100 Cambridge Street, Boston, Mass.

Hours of Operation:
Monday - Friday, 7:30 a.m. to 6:00 p.m.

Phone Number: **(617) 727-8844**

Reservations:

Reservations for a Motor Pool vehicle may be made up to six months in advance, but must be made at least twenty-four hours in advance, of the desired pick up time. The vehicles may be rented for a minimum of 5 hours to a maximum of five consecutive days. If a vehicle is needed beyond that time, the agency must reapply for one.

The OVM Motor Pool vehicle reservation system is a paperless system. To reserve a Motor Pool vehicle, the requesting agency must telephone OVM and provide them with the following information:

- Their name and title;
- The date(s) of request;
- The desired pick up time of vehicle;
- The agency title, code and phone number;
- The name and title of the employee who will be driving the vehicle;
- The license number and expiration date of the employee who will be driving the vehicle; and,

- A travel plan of locations the vehicle will be driven to. If the Motor Pool vehicle will be needed for overnight or out-of-state travel, please refer to the applicable sections in this handbook, prior to reserving a vehicle.

One day prior to the scheduled date of pick up, OVM will contact the requesting agency, to confirm the Motor Pool reservation.

CANCELLATIONS:

Reservations may be canceled at any time prior to the scheduled pick up without a charge to the agency. Reservations will be held for one hour after the scheduled pick up time. However, after that time, the agency will be assessed the daily rental cost, without the guarantee of vehicle availability.

PICKING UP A VEHICLE:

On the date the vehicle was reserved for, the employee should go to the Motor Pool office, located on the first floor of the Saltonstall Building parking garage, to pick up the reserved Motor Pool vehicle. Upon arrival, the OVM Dispatcher will provide the employee with the reservation form which must be signed. The reservation form lists all of the information that was given to OVM at the time of reservation, as well as important rules the employee must be aware of before operating a state vehicle. Before signing this document, the employee should verify the information and advise the Dispatcher of any discrepancies. At this time, the Dispatcher will

ask to see the employee's driver's license and yellow fuel card to verify that the employee has the necessary documentation to drive a Motor Pool vehicle. When the reservation form has been signed by the employee, the Dispatcher will obtain a vehicle from the garage and drive it to the Motor Pool office. When picking up a reserved Motor Pool vehicle, employees should allot ten to fifteen minutes to sign for and receive a vehicle.

VEHICLE PACKET:

In addition to the vehicle, the Dispatcher will also provide the employee with car keys and a Motor Pool vehicle packet, a small plastic pouch, containing the following:

- State Registration;
- *The OVM Motor Pool User's Handbook*;
- Blue Vehicle Fuel Card;
- White Vehicle Fuel Card;
- List of State fueling sites;
- Blank Accident Report; and
- Vehicle Return Form, Form OVM-R1.

It is necessary for the employee to leave the vehicle packet in the Motor Pool vehicle for the entire rental period, so that all necessary documentation is with the vehicle at all times. In addition, each vehicle is also equipped with a map of Massachusetts and a PHH FleetAmerica Driver's Kit which contains emergency instructions.

RETURNING MOTOR POOL VEHICLES

DURING REGULAR WORKING HOURS:

Employees are requested and expected to return Motor Pool vehicles in the same condition they

received them in. Trash receptacles are located at the Saltonstall Building garage and should be used to dispose of any debris accumulated by the operator, during the rental period. Upon return to the Motor Pool, the employee should park the vehicle in front of the Motor Pool Office, record the ending odometer reading on the OVM Vehicle Return Form, (Form OVM-R1, located in the vehicle packet) and present the form to the Dispatcher.

The Motor Pool Dispatcher will inspect the vehicle and complete the form in the presence of the employee, so that the driver is aware of any discrepancies the Dispatcher may find. When the Dispatcher completes his inspection, he will take the keys and vehicle packet from the employee.

After Regular Working Hours:

Vehicles being returned to the Motor Pool after 6:00 p.m. must still be delivered to the first floor level of the Saltonstall Building parking garage. However, after parking the vehicle, the employee should record the ending odometer reading and place the car keys in the vehicle packet and insert the packet in the drop off slot located at the office by the garage's exit.

Odometer Recording:

Please note that drivers are **responsible for recording the ending odometer reading on the Form OVM-1R**, regardless of what time they are returning the vehicle. Failure to accurately record the ending odometer reading will result in a $5.00 administrative charge to the agency.

OVM Survey Card:

It is also requested that each operator take a moment to complete the OVM Survey card (found in each Motor Pool vehicle) after each rental period. The questions included on this short survey are helpful in determining which areas need to be improved in the Motor Pool, in addition to, providing OVM with an accurate assessment of the condition of each vehicle. If you have a specific concern regarding the OVM Motor Pool, please tell us about it on the survey card.

BILLING

Agencies will be billed for the rental of motor pool vehicles at the end of each month, based on the daily Motor Pool usage. The cost of rental is determined on July 1 of each fiscal year. Rental fees will include fuel and unlimited mileage.

OVERNIGHT USE

A state employee may be permitted to drive a Motor Pool vehicle to or from home on a given day if the official business of the employee requires that he/she attend a meeting or perform other official work outside the office, either after regular office hours on the given day or before regular office hours the following morning. However, **written approval from the Agency Head on Form OVM-10, Overnight Travel, must be submitted to OVM** when the vehicle is picked up from the OVM Dispatcher. Copies of Form OVM-10 are available from

OVM and are included as an attachment to *Administrative Bulletin 93-1, Policies & Procedures Governing State Passenger Vehicles.* Generally, agencies taking a Motor Pool vehicle home will be assessed the rental fee for both days used. However, if the vehicle is picked up between the hours of 4:30 p.m. and 6:00 p.m. and returned no later than 6:00 p.m. the following evening only one day's rental fee will be charged.

OUT-OF-STATE TRAVEL

Employees who are planning on taking a Motor Pool vehicle out-of-state should be aware that out-of-state travel in a Motor Pool vehicle will only be permitted with the prior approval of the employee's cabinet secretary. **When traveling out of state the employee must have a copy of the approved Form AF-5, Travel Outside the Commonwealth, in his/her possession.** The approved AF-5 is required because it is the only way to ensure that Commonwealth employees, who are traveling out-of-state, will be insured while doing so. As with the OVM-10, AF-5's were included as an attachment to *Administrative Bulletin 93-1.*

FUELING RESPONSIBILITIES

The operator of the vehicle must obtain from his/her agency a yellow refueling card before being allowed use of a Motor Pool vehicle. Agencies may acquire

yellow refueling cards from the Mass. Highway Department, **(617) 235-6100**.

Since there are no fueling sites at the Motor Pool, upon return to the Saltonstall Building, the Motor Pool vehicle must have at least one half a tank of gasoline. The one-half tank policy was determined by OVM to be fair to both employees picking up Motor Pool vehicles as well as those returning them. OVM assesses a refueling charge of $10.00 per incident, to any agency who fails to return the vehicle with a minimum of one half a tank of gasoline.

Location of Fuel Sites:

All state vehicles must be fueled at Commonwealth-owned fuel sites. A complete listing of fuel sites, along with their hours of operation (provided by the Mass. Highway Department) is kept in every Motor Pool vehicle packet.

Fuel Cards:

Two plastic fueling cards, one yellow and one blue, are needed in order to fuel a State vehicle at an automated fueling site. Fueling cards are issued by the Mass. Highway Department. **(617) 235-6100**.

Yellow cards are assigned to the Agency or individual operator, and blue cards are assigned to the State vehicle and should be kept with the vehicle at all times.

It should be noted that some fuel sites do not have automated fuel pumps. At these locations, it is the attendant not the driver who will fuel the vehicle.

To fuel a vehicle at a non-automated fueling location, the driver must present the white fuel card, included in the vehicle packet, along with the employee's yellow fuel card, to the attendant at the site.

Procedures for Refueling:

The control panel of the automated fuel site consists of the following:

- A keyboard;
- Buttons to select pumps;
- A slot to insert the blue and yellow fuel cards;
- A diagram showing the correct orientation of the cards; and,
- A screen for the display of instructions.

1. Upon arrival, the fuel pump screen will display the message "ENTER CARDS".

2. The blue and yellow fuel cards each have one corner that has been cut off. Place one card on top of the other such that the cut corners are in the same location. Place both cards into the slot on the control panel with the cut corner on the LEFT (See diagram on control panel). The cards may have to be jiggled slightly before they can be read by the machine. When the cards have been accepted, the screen will display the message "CARDS OK, ENTER ODOMETER".

3. Using the keyboard on the control panel, enter the vehicle's current mileage, then press the "Enter"

key. The screen will then display the message "SELECT PUMP".

4. Each pump has it's number prominently displayed. To select a pump, simply press the button on the control panel which corresponds to the number of the pump you wish to use. Some fuel sites have both diesel and unleaded gasoline so be sure to select a pump which has the correct fuel for your vehicle.

5. Remove the nozzle from its rack on the side of the pump, and insert the nozzle into the vehicle and lift up on the lever on the side of the pump to begin fueling the vehicle.

6. Upon completion of fueling the vehicle, be sure to turn off the pump. Push the lever down on the side of the pump and return the nozzle to it's rack on the side of the pump.

BREAKDOWNS

Repair Desk Hours of Operation:

Monday - Friday, 7:30 a.m. to 9:00 p.m.
Saturday, 8:00 a.m. to 5:00 p.m.

Phone Numbers:

1-800-638-7900
After Hours: **1-800 321-2532**

General Procedures:

An employee who experiences a breakdown during the **Repair Desk Hours of Operation** listed

above, while renting a Motor Pool vehicle, should contact PHH FleetAmerica at the phone number shown, *prior* to having the vehicle towed or having any repair work performed on the vehicle. PHH will instruct the employee what to do next. Each Motor Pool vehicle contains a PHH FleetAmerica Driver's Kit, which contains a complete set of instructions on the procedures for having a vehicle repaired.

EMERGENCY REPAIRS:

If a vehicle becomes inoperable after the **REPAIR DESK HOURS OF OPERATION**, the driver should call the "After Hours" telephone number shown above. Calling this number will give the driver access to the PHH Emergency Roadside Assistance Program, which is available 24 hours a day, 365 days a year. Detailed information about the Emergency Roadside Assistance Program is found in the PHH Driver's Kit.

ACCIDENTS

If physically able, any employee involved in an accident in a Motor Pool vehicle, whether or not the vehicle was damaged, must comply with the following procedures at the scene of the accident:

1. Obtain medical attention, if necessary;
2. Notify the police and OVM. If this is not immediately possible, the employee must notify the police and OVM as soon as he/she is able.

3. Obtain all information necessary to fully complete the Accident Report also known as a Police Report. A blank Accident Report is included in the OVM Motor Pool vehicle packet.
4. If towing is required, have the vehicle towed to the nearest state Highway Department garage or State Police facility.

The operator should not:

1. Argue, make accusations, or admit guilt;
2. Sign anything or make any promises.

The employee must submit the completed Accident Report when returning the vehicle packet to OVM.

STOLEN MOTOR POOL VEHICLES

If a Motor Pool Vehicle is stolen while in an employee's possession, it must be reported immediately to both OVM, **(617) 727-8844**, and the police department having jurisdiction where the theft occurred. In the event that the vehicle is stolen after regular working hours, the employee should leave a detailed message on the OVM answering machine.

GENERAL RULES REGARDING STATE VEHICLE USE

Use:

State vehicles shall only be used by state employees to conduct state business. At no time may a Motor Pool vehicle be used for personal reasons. Moreover, state employees may not at

anytime carry any passenger not affiliated with the employee's state business use of the vehicle.

Seat Belts:

Executive Order 241 requires all state employees and their passengers to use seat belts when traveling in state vehicles. Individuals observed not wearing seat belts may lose their privilege to drive a state vehicle.

Smoking:

It is the policy of OVM to allow anyone traveling alone in a Motor Pool vehicle to smoke. However, if more than one individual is traveling in the vehicle, permission must first be obtained by all other passengers who are traveling in the vehicle.

Parking/Speeding Tickets:

Operators must obey all state and local traffic and parking laws and regulations. Any legal action resulting from such violations, such as parking or speeding tickets, are the personal responsibility of the assigned individual. Any individual found in violation of these laws will risk loss of state vehicle privileges for a period determined by the OVM Fleet Administrator.

Parking, Tolls, Etc.:

OVM does not pay toll charges, or garaging or parking costs. The employee should request reimbursement for these charges from his/her agency in accordance with each agency's Internal Control Procedures.

Operating Under the Influence:

Any state employee arrested for a operating a state vehicle under the influence of alcohol or any other illegal substance will lose all privileges to operate a state vehicle pending the outcome of the trial, if convicted, the employee will permanently lose their privilege to drive a state vehicle. **This policy is not subject to appeal and there will be no exceptions.**

Bumper Stickers:

Operators of Motor Pool vehicles should be aware that Motor Pool vehicles, like all Commonwealth owned vehicles, display a bumper sticker on the left rear bumper, requesting citizens to telephone OVM if the operator of the vehicle is not driving in an acceptable manner.

MISUSE

OVM reserves the right to revoke or suspend state vehicle privileges for any of the following violations:

- Lack of proper vehicle identification and documentation;
- Using a state vehicle without authorization or permission of the individual to whom the vehicle is assigned;
- Use of a state vehicle without a valid driver's license;
- Use of a state vehicle for non-state business;
- Unauthorized out-of-state travel;
- Unauthorized overnight travel;

- Misrepresentation on any OVM forms;
- Use of the state vehicle for a purpose other than for its intended use;
- Failure to obey state and local traffic and parking laws and regulations;
- An investigation, initiated by a complaint, that proves the driver violated state and local traffic and parking laws and/or Executive Office for Administration and Finance rules governing the use of state vehicles.

Thank you for traveling with OVM.

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